

KCC Fiscal Years 1998 & 2008

Statistical Complaint Data Comparison

	FY1998 # of Complaint Codes	FY2008 # of Complaint Codes	FY1998 % of Total Codes	FY2008 % of Total Codes
Total Complaints for Reporting				
Billing Issues	619	1,158	19.8%	36.1%
Rates/Charges Issues	526	142	16.8%	4.4%
Disconnection/Refusal of Service Issues	611	380	19.5%	11.9%
Customer Deposit Issues	56	52	1.8%	1.6%
Meter Issues	23	71	0.7%	2.2%
Telephone Service Issues	587	323	18.7%	10.1%
Quality of Service Issues	254	394	8.1%	12.3%
Company Unresponsive Issues	197	335	6.3%	10.4%
Non-regulated/Miscellaneous Issues	260	351	8.3%	10.9%
Total	3,133	3,206		
Total ELECTRIC Company Complaints for Reporting Period				
Billing Issues	253	404	30.1%	41.2%
Rates/Charges Issues	46	65	5.5%	6.6%
Disconnection/Refusal of Service Issues	301	169	35.8%	17.2%
Customer Deposit Issues	29	38	3.4%	3.9%
Meter Issues	14	27	1.7%	2.8%
Telephone Service Issues	-	1	0.0%	0.1%
Quality of Service Issues	115	137	13.7%	14.0%
Company Unresponsive Issues	45	86	5.4%	8.8%
Non-regulated/Miscellaneous Issues	38	54	4.5%	5.5%
Total	841	981		
Total GAS Company Complaints for Reporting Period				
Billing Issues	171	571	29.8%	53.0%
Rates/Charges Issues	75	46	13.1%	4.3%
Disconnection/Refusal of Service Issues	223	203	38.9%	18.8%
Customer Deposit Issues	18	16	3.1%	1.5%
Meter Issues	9	48	1.6%	4.5%
Telephone Service Issues	1	-	0.2%	0.0%
Quality of Service Issues	27	57	4.7%	5.3%
Company Unresponsive Issues	30	113	5.2%	10.5%
Non-regulated/Miscellaneous Issues	20	23	3.5%	2.1%
Total	574	1,077		
Total TELECOM Company Complaints for Reporting Period				
Billing Issues	158	224	11.7%	20.7%
Rates/Charges Issues	258	31	19.0%	2.9%
Disconnection/Refusal of Service Issues	84	28	6.2%	2.6%
Customer Deposit Issues	8	1	0.6%	0.1%
Meter Issues	-	-	0.0%	0.0%
Telephone Service Issues	501	261	36.9%	24.2%
Quality of Service Issues	106	185	7.8%	17.1%
Company Unresponsive Issues	116	149	8.6%	13.8%
Non-regulated/Miscellaneous Issues	125	201	9.2%	18.6%
Total	1,356	1,080		
Totals By Industry				
Electric	841	981	30.4%	31.3%
Gas	574	1,077	20.7%	34.3%
Telecom	1,356	1,080	48.9%	34.4%
Total	2,771	3,138		
Number of Consumer Info Records Created	2,731	3,036		
Public Comments on Rate Cases	185	659		